ABSTRACT

A remote client computer performance/compatibility querying and certification system allows a server to remotely query a client computer over a communication network to gather performance/capability information of the client computer, e.g., the processor class or family, the type and the version of the operating system, display resolution capability, installed software components, peripheral devices connected to the client computer and/or the like, and determines whether the client computer is capable of accessing and utilizing an on-line service available over the communication network. The performance/capability information is gathered by the use of a querying program downloaded from the server, and running on the client computer. The querying program may query, e.g., through one or more application program interface (API) function calls, the system/component registry of the operating system of the client computer. The gathered performance/capability information may be used, e.g., to pre-certify the client computer before the user attempts to utilize the on-line service, to determine whether the client computer is compatible with a software product, which the user of the client computer desires to purchase on-line over the communication network, and/or to provide an expert technician information regarding the installed software/hardware components of the client computer during an on-line technical support session.